



IMPACT OF STRESS ON HYBRID GEN Y EMPLOYEES WITH REFERENCE TO IT SECTOR

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Abstract

Purpose: Stress is a universal and common challenge to organization and employee productivity, it is the reality of hybrid workplace, wherein, stress is usually a life event or external pressure that has come to the person's attention. Some of the more serious life events for Gen Y employees include being laid off work, bereavement and illness. Stress at work has detrimental effect on the behavior of millennial employees, which results in personal and organizational inefficiency. Job stress can be described as a condition where job-related factors interact with the worker to change his or her psychological and physiological conditions, so that Gen Y employees mind and/or body is forced to deviate from its normal way of functioning. Even though the introduction of hybrid workforce provides lot of flexibility to the millennial employees to work from their comfortable and desired place, the impact of stress on hybrid Gen Y employees are too significant. With the proper reviews of literature it is been identified that hybrid Gen Y employees feels the impact of stress on them.

Variables: High error rate, poor quality of work, decreased performance, low morale, and emotional disorder are the major impact of stress on Hybrid Gen Y Employees of IT sector. Understanding the impact of stress on Gen Y employees is very important and addressing them for the betterment of hybrid organization is a primary concern. Hence the researcher's paper attempts to examine the impact of job related stress on hybrid Gen Y employees and their performance.

Research Methodology: The proposed research work is based on quantitative research type and the design being conclusive in nature and the designed structured questionnaire are close ended and they are in the form of 5 points Likert's scale, which includes demographic factors and variables related factors to study the impact of stress on hybrid Gen Y employees.

Data Collection and Sampling: The primary data are collected from 60 hybrid Gen YIT employees working in Mysore city by using convenient sampling technique.

Analysis and Interpretation: Primary objective of the research is to examine the impact of stress on hybrid Gen Y employees of IT sector and also the significance of stress on the key variable identified. The analysis of the research work is carried out with the help of SPSS-21 software, wherein, each tools selected will have their own significance on the study.

Results: From the research it is found that, stress has high amount of significant impact on high error rate, poor quality of work, decreased performance, low morale, and emotional disorder of Hybrid Gen Y IT Employees.

Keywords: Stress, Hybrid workforce, Millennial, Quality of work, Performance, Morale, Emotional disorder, Error rate

Introduction

Stress is a biological term which refers to the consequences of the failure of a human to respond appropriately to emotional or physical threats to the organism, whether actual or imagined. Stress refers to the strain from the conflict between the external environment and the mind of a powerful person which leads to emotional and physical pressure. In a fast paced world, stress at work is a relatively new phenomenon of modern lifestyle and the nature of work has gone through drastic changes over the last century and it is still changing at whirlwind speed, wherein, hybrid work force is a new concept among the Gen Y employees. The work related stress is considered as a chronic disease caused by conditions in the workplace that negatively affect the performance of Gen Y IT employees and their overall wellbeing of the body and mind, together it significantly impacts on the health of organizations.



The hybrid Gen Y (individuals born between 1982 to 1994) employees perceive serious life event such as laid off work, bereavement and illness or internal and external pressure as stressful, then this triggers the old evolutionary 'fight or flight' stress pressure. However, the most of the IT employees believes that they have the ability to deal with the demand, and then they perceive the situation as a challenge and so not as anything stressful. Gen Y employees believe that, they can handle the situation of hybrid work force and still contribute for the development of organization through achieving their goals. But, the continuous technological advancements and up-gradations, the win-win race velocity of fast track professions, and the ever changing life styles of modernization along with the internal and external pressure make them feel they are not coping with the stress scenarios in any dimensions of behavioral and psychological persist. Hence the impact of stress is significant as these stress among Gen Y IT employees would lead to harmful effects like increase in absenteeism, low morale, conflicts in workplace, low productivity, high turnover and many more, where it is with hard to cope with complexity, ambiguity, conflict and competing demands is a part of professional life.

Literature Review

(Dr. Rajesh Vaidya et.al, 2016): in their paper comparative analysis of causes of stress among the employees and its effect on the employee performance at the workplace, focused on the wide spread silent issues of stress and its significant impact on employees performance in IT sector. This study was carried out with the help of primary data gathered from 150 employees and the results indicate that, the job related stress in general and the stress factor job security in particular effects the employee performance in IT sector and the mental health of employees. **(M Sudhir Reddy et.al, 2017):** in their paper proved that, Stress is an inevitable consequence in the IT sector, wherein, they are characterized with long working hours, tight schedules, high competition, continuous viewing of Visual Display Unit (VDU). The study was conducted with the help of primary data gathered from 500 employees working in various IT firms in Bangalore. The results of the study proved that, IT Professionals are experiencing high levels of stress.

(Dr. K. Krishnamurthy et.al, 2018): in their paper explains stress among IT employees is more common and the reason being competitiveness, job complexity, advanced technologies and various other reasons in early stages of their career and other factors influences stress among the establishing stage employees. The major result of this study are, aged employees are having more stress factors relating younger and these factors influences organizational personal health and psychological and also female employees are highly affected the stress factors in their work, health and they are more emotional in nature. **(Dr. Samuel Jeyaseelan et.al, 2019):** their paper aimed at getting a clearer view of the level of satisfaction of the employees in various telecom companies IT sectors. The main concerns are the relative importance and need of different job satisfaction factors and how they contribute to the overall satisfaction of the employees. The results deduced represent general working conditions, pay and promotion potential, working relationships, use of skills and abilities, work activities and employee relations.

(Rajwant Kaur et.al 2019): in their paper "Exploring various contributors of work life balance as panaceas for occupational stress" with the help of primary data gathered from 170 IT employees in Hyderabad and the major findings of the study revealed that organizational initiatives are important in maintaining work life balance of employees. The study suggested that organizations should understand various stress causing factors and try to alleviate work life stress of their employees. **(Antony Joe Raja et.al, 2020):** in their paper a study on occupational stress of the employees working in IT sector demonstrates, how the job stress affected the job performance and job satisfaction of the employees and the study revealed that the job stress factors are affecting the job performance and job satisfaction of the employees working in IT the sectors.

Need for the Study

Stress is hybrid Gen Y employee's unproductive activities of demand. Gen Y IT employees are in stress as their work is depend on software, creates new task and the continuous technological advancements and up-gradations, the win-win race velocity of fast track professions, and the ever changing life styles of modernization along with

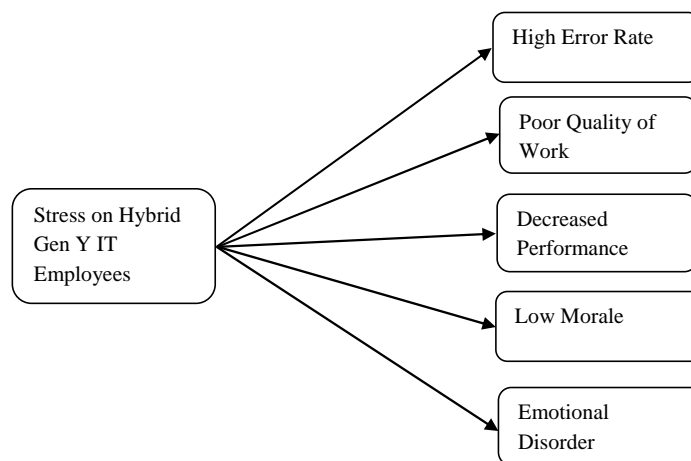


the internal and external pressure. Information Technology companies growth is very tremendous for the past few decades at the same time the consequences factors has increased to employees due to inadequate work life policy, less job security, time bound work, less welfare facilities, mono work, and less time management. Therefore, this study will address the impact of stress on hybrid Gen Y IT employees and focuses on offering best suggestions to reduce stress and creating productive work environment for the employees.

Objectives of the Study

1. To examine the relationship between stress and demographic factors of hybrid Gen Y IT employees.
2. To analyze the impact of stress among hybrid Gen Y IT employees.
3. To offer suggestions based on findings of the study to reduce stress.

Conceptual Model



Flow Chart 1.1: Working Model

Hypothesis of the Study

1. Hypothesis 1 (H0): Stress has no relationship with the demographic factors of employees.
2. Hypothesis 2 (H0): There is no significant impact of stress on the variables identified in the study.

Research Design and Methodology

The proposed research work is based on quantitative research type and the design being conclusive in nature.

Independent and Dependent Variables Identified

Stress on Hybrid Gen Y IT Employees is an independent variable for the study and the dependent variables are High Error Rate, Poor Quality of Work, Decreased Performance, Low Morale, and Emotional Disorder.

Data Collection and Sampling

This study is carried out using primary data collected through a structured questionnaire which forms the basis of data collection from the hybrid Gen Y IT Employees of Mysore city. The data is been collected from 60 respondents by using one of the non- probability technique called convenience sampling.

Statistical Tools Used



Statistical tools used to test the hypothesis are frequency distribution, Pearson's chi-square, reliability analysis, and regression analysis using SPSS-21 software.

Data Analysis and Interpretation

a. Frequency Distribution

Table 1.1: Frequency Distribution of Demographic Factors			
Demographic Group	Classes	Frequency	Valid Percentage
Gender	Male	32	53
	Female	28	47
Age	Below 25	10	17
	25 to 40	25	42
	40 to 55	18	30
	Above 55	7	12
Qualification	UG	32	53
	PG	22	37
	Ph.D.	6	10
Annual Income	Below 4 Lakhs	14	23
	5- 8 Lakhs	28	47
	8- 12 Lakhs	9	15
	Above 12 Lakhs	9	15

Source: Field Survey and Primary Data of Hybrid Gen Y IT Employees of Mysore city, Karnataka in the Study Area May 2022

The above table describes the demographic factor of the hybrid Gen Y IT Employees selected as respondents across the Mysore city chosen conveniently with respect to first objective and hypothesis. The study consists of 1/2 of respondents being male and the other 1/2 being female and it is distributed evenly. Similarly the breakdown of other demographic factors is as above, further the Chi-Square test for the demographic factors are analyzed,

b. Chi-Square Test

Table 2.2: Chi-Square Test of Demographic Factors			
Demographic Factor	Value	Df	Sig
Gender	1.47	1	0.347
Age	1.22	3	0.411
Qualification	1.53	2	0.731
Annual Income	1.30	3	0.622

Source: Field Survey and Primary Data of Hybrid Gen Y IT Employees of Mysore city, Karnataka in the Study Area May 2022

The above table demonstrates the chi-square test of demographic factor of hybrid Gen Y IT Employees selected as respondents across Mysore city, with reference to the chi-square value of demographic factor is greater than 0.05 indicating that, there is no significant relationship among the stress and the demographic factors of hybrid Gen Y IT employees, hence defined first null hypothesis is accepted.

c. Reliability Results



Table 3.3: Reliability Statistics Results		
Factors	Cronbach's constant	Number of Items
High Error Rate	.880	5
Poor Quality of Work	.793	4
Decreased Performance	.866	4
Low Morale	.719	6
Emotional Disorder	.911	4
Stress on Employees	.774	5

Source: Field Survey and Primary Data of Hybrid Gen Y IT Employees of Mysore city, Karnataka in the Study Area May 2022

The above analysis states the value of 'Cronbach's Alpha' which helps to understand internal consistency of defined factors with respect to variables for testing the second hypothesis. From the above table of reliability statistics, it shows that all the factors that are grouped with respect to variables is greater than 0.7 i.e., 70%, it can be stated that the homogenous grouping formed in factor grouping by overcoming or eliminating the underlying factors is valid and useful for the further analysis.

c. Regression Analysis Result

Table 4.4: Regression Analysis Results			
Model	Std Coefficients(Beta)	Sig	Hypothesis Result
High Error Rate	.455	.040	Rejected
Poor Quality of Work	.811	.000	Rejected
Decreased Performance	.332	.048	Rejected
Low Morale	.742	.002	Rejected
Emotional Disorder	.857	.000	Rejected

Source: Field Survey and Primary Data of Hybrid Gen Y IT Employees of Mysore city, Karnataka in the Study Area May 2022

Independent variable: Stress on Employees

The above table of regression the value of significance illustrates that, the identified independent variable stress on hybrid employees have a significant impact on the dependent variable identified, wherein, the value of Beta demonstrates that, stress on employees has high impact on poor quality of work (81.1%) and leads to emotional disorder of employees (85.7%) and it has low impact on decreased performance (33.2%) and high error rate (45.5%) stating the defined second null hypothesis is rejected as there is a significant impact of independent variable stress on the dependent variables explained.

Conclusion

This study has helped to understand the concept of stress and also its impact on the employees of IT sector, especially among hybrid Gen Y IT employees. Stress issue has become contemporary and it is one of the problems faced by human beings, hence the study carried out is very significant to examine the impact of stress on



employees work life and also in their personal life. From the study we can understand that, there is no statistical significance among the stress and demographic factors of Gen Y IT employees, wherein, they are independent to each other. From the findings we can understand that, there is a significant impact of stress on hybrid employees would lead to increase in error rate and the quality of work and morale of employees falling off and further results in decreased performance, and disturb their emotional stability. Hence the IT companies must offer facilities and freedom along with determined deadlines based on the efforts required to accomplish the work and many more benefits to hybrid Gen Y employees to make sure they can manage stress and make sure it won't affect their work and morale along with stabilizing their emotions and to feel secured.

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